Assistant Director of Enrollment Services for Accounting Services (full-time, 35 hours/week)
Enrollment Management
Position 101628

Position Summary: The Office of Enrollment Services serves students, alumni, staff, faculty, and the general public in the areas of student records, registration, and student financial services. Reporting to the Director of Enrollment Services Business Systems and Associate Registrar, the Assistant Director of Enrollment Services for Accounting Services manages the daily operations of the Enrollment Services Accounts Receivables team including team leadership.

Essential Responsibilities Include: Responsible for ensuring completion of all daily activities of accounts receivables. Develop a work environment that promotes mutual collaboration and continuous learning and development for all team members. Manage the collection of outstanding student tuition and fees. Within the vision of Enrollment Management and based on the cycle of Enrollment Management activities, develop, continually review and update a strategic plan for managing collection activities including staff deployment on an as-needed basis, communication plans, coordination with collection and credit agencies, collaboration with the customer service and processing teams, and write-offs of uncollectable accounts. Provide financial counseling for students and authorized payers regarding payment options and payment plans with authority to negotiate special arrangements. When necessary, resolve problems and questions with students or authorized payers regarding student finances. Contact and initiate the settling of student account balances in escalated or special situations. Serve as advocate and adviser assisting constituencies with their rights and responsibilities regarding their financial obligations to the university. Oversee tuition payment plans, implement collection policies, interact with outside collection agencies, and project cash inflow from the collection of receivables. Prepare, review, and analyze accounts receivable reports and forecast projected cash flow. Ensure compliance with all university policies and federal and District of Columbia regulations for all collections functions.

Minimum Qualifications: A Bachelor’s Degree in Accounting, Business Management or Finance, and three (3) to four (4) years of experience in accounts receivable management preferably in a higher education environment. One (1) to two (2) years of experience with team leadership. Experience with team development. Functional use of e-mail, voicemail and web browsing. Functional use of Microsoft Office software applications with advanced knowledge of Excel.

Preferred Qualifications: Master’s Degree preferred. Experience with VLOOKUP is strongly preferred.

How to apply: forward application, resume, cover letter and salary requirements (salary expectations are considered part of application process): CUARecruitment@cua.edu. Reference position 101628 in subject line of email. This position is open until filled.